

## **Training Mandate**

The California Department of Child Support Services (DCSS) requires that Child Support Program Orientation (CSPO) training be delivered to all new staff within 3 months of appointment in the local child support agency (LCSA). This training is to be given to all new staff regardless of classification, level, or time-base.

## **Management / Supervisory Overview Recommended**

The CSPO curriculum incorporates new regulations and policies, as well as newly standardize processes, procedures, forms, and acronyms. Therefore DCSS strongly recommends that a CSPO overview consisting of the Big Picture and Customer Service modules be presented to LCSA management and supervisory staff. Other modules may be included in the overview based on specific LCSA needs.

DCSS also recommends that the CSPO curriculum be presented to LCSA staff. Management should determine if the overview or the full curriculum is more appropriate, and if it should be offered to all staff, or only staff in certain functions or at certain levels.

## **State Direction and Assistance**

DCSS has established a CSPO Point of Contact (POC) to provide direction and assistance with the CSPO curriculum. For assistance, please contact Tim Hughes, CSPO POC, at [tim.hughes@dcss.ca.gov](mailto:tim.hughes@dcss.ca.gov).

Please notify the POC in advance of scheduled deliveries of CSPO to new staff or CSPO T4T events. No notification is necessary for presentations of the overview.

## **Certification of Trainers to Deliver CSPO**

Only DCSS-certified CSPO trainers may deliver the CSPO curriculum. CSPO trainer certification levels are:

- **CSPO Level 2 Trainer**  
CSPO Level 2 Trainers are certified to deliver CSPO to LCSA staff and/or deliver a local CSPO T4T to certify CSPO Level 1 Trainers.
- **CSPO Level 1 Trainer**  
Certified by a CSPO Level 2 Trainer to deliver the CSPO curriculum.

	<b>Training completed</b>	<b>Authority</b>
Certified CSPO Level 2 Trainer	80-hour comprehensive CSPO Training for Trainers	Deliver CSPO to LCSA staff and/or deliver a local CSPO T4T to certify CSPO Level 1 Trainers
Certified CSPO Level 1 Trainer	Local/Regional CSPO Training for Trainers by CSPO Level 2 Trainer	Deliver CSPO to LCSA staff

CSPO POC, Tim Hughes, is available to provide assistance with any phase of the CSPO trainer certification process. He can be reached at (916) 464-5516 or [tim.hughes@dcss.ca.gov](mailto:tim.hughes@dcss.ca.gov).

## **Master Curriculum Materials**

The following CSPO curriculum materials are included on the compact disc:

- Agendas
- Answer keys
- Art work and pictures
- Certificate template
- Compact disc labels
- Course goal and objectives
- CSPO curriculum instructions
- Curtis Child introduction video
- Exercises
- Participant resource guide
- MS PowerPoint presentations
- Required handouts
- Summary of version 3.0 changes
- Trainer resource guide
- “Securing the Future” video  
(Additional copies of the video may be ordered by contacting the CSPO POC)

The master materials may be printed directly from the master CD, or downloaded from the Internet at <http://www.childsup.cahwnet.gov/program/training/catalog.asp>.

Because duplication and printing equipment may vary in output quality, care should be taken to assure that the appearance of the copies does not vary significantly from that of the masters.

Curriculum materials will be updated or revised as appropriate. Training coordinators should maintain a historical log of all revisions as they occur.

## **Augmenting Curriculum Materials**

The content of the master curriculum is not to be changed or modified in any manner. Trainers may, however, augment the curriculum by adding materials that address business practices specific to the LCSA, if those practices are not in conflict with statewide DCSS policy and procedures. Training coordinators should consult the CSPO POC, Tim Hughes, if they are unsure about what is appropriate for augmentation. Tim can be reached at (916) 464-5516 or [tim.hughes@dcss.ca.gov](mailto:tim.hughes@dcss.ca.gov).

Training coordinators should maintain a historical log of augmentations.

## **Participant Evaluation**

Participant evaluations should be completed after each administration of the CSPO curriculum to new employees. A standardized training evaluation form is currently under development. Until the standardized form is completed, Training coordinators should use the LCSA's standard training evaluation forms for this purpose.

## **Participant Certificates of Completion**

A certificate of completion template in several formats is included on the CD in the master curriculum package. The training coordinator should issue a certificate of completion to participants who successfully complete the CSPO course. The standard for successful completion is 100 percent participation.

Training coordinators should maintain records of participants who have completed CSPO.

## **CSPO Level 1 Trainer Certificates**

Certificates for trainers who successfully complete training to deliver the CSPO curriculum should be requested from the CSPO POC via e-mail. The standard for successful completion is 100 percent participation.

The following information should be included with the request:

- County
- Name and title of person to receive certification
- Date certified
- Sponsor (LCSA, Region, etc.)
- Name of CSPO level 2 trainer(s)
- Name of training coordinator
- Training coordinator's phone number and e-mail address

## **Feedback**

DCSS welcomes your feedback on the CSPO curriculum. It should be sent to Tim Hughes, CSPO POC, at (916) 464-55516, or [tim.hughes@dcss.ca.gov](mailto:tim.hughes@dcss.ca.gov).